(b) if as, whether communications sector bad raised a total of Rs. 10099 crores up to March, 1993;

(c) if to, to what extant the target was not achieved; and

(d) the reasons therefor and to what extent it had acected the programme of the Minstry?

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) and (b) Sir, During the year 1992-93 bonds to the *extent of* Rs. 943 Crores and Short term loans ,to the extent of Rs. 4S0 Crores (both totalling Rs. 1393 crores) were raised against the targetted amount of 1561 Crores.

(c) Marginal shortfall to file extent of Rs. 168 crores was made good in *the,* year 1993-94. This was in addition to the BB 1993-94 provision of Rs_ 1175.00 Crores;

(d) The target of Market borrowing could not be achieved during the year 1992-93 duo to adverse conditions in the money market at that time. This has not materially affected the programme of the Ministry during 1992-93

Accountability of MTNL

1901. . PROF; VIJAY KUMAR MALHOTRA: Will the Minister of COMMUNICATIONS bo pleased to start:

(a) whether the attention of Government has been draws to the newsitem appearing in the 'Hindustan Times' dated 17th Inly, 1994 captioned "Public oounteis-VI: MTNL: of promises to keep and miles to go.." MTNL: the MT-Nase of - Empty. NL. .*,

(b) If so, the facts brought oat in these two news items stparatety:

(a) the action taken to redress the ptevances of the people of Delhi and to make the MTNL accountable and answerable to the people; and

(d) the reasons for the telephones remaining largely out of order for days together and for no attending to com-BMlto in time?.

THE MINISTER OF STATE OF THE MINISTRY OF COMMUNICATIONS (SHRI SUKH RAM): (a) You, Sir.

(b) Ths facts brought out in these two new items are general comments on deficiency in telecom services and general complaints about malfunction ing of telephones, delay in shifting and provision of new telephone connections; All the specific cases mentioned in the news item have been thoroughly investi gated and remedial action taken,

(c) While it is th© endeavour of MTNL, to provide satisfactory services, it has to be conceded that in a network with more than 8.2 lakhs subsriberas a small percentage of subscribers Would have complaints of wrong billing, delay in provision and shifting, telephones not working satisfactorily etc Every effort is made to redress the grievances pro mptly. The performance indicators ana rtgularly monitored through periodical returns and also through independent appraisal by outside agency. The inde pendent assessment done by IMRB indi cate-, that over 87 per cent of the custo mers expressed that the telephone service in Delhi is satisfactory or better. The remedial steps taken/initiated to improve the telecom services are givenIn the Statement *See* below),

(d) While majority of the faults i.e. 70 to 80 per cent are attended by the following day the remaining ones are attended within two—three days. Only a few cases which are on account of faults in underground cable/cable theft continut for a longer time. In the case of cable breakdown/thefts round the clack remair work is undertaken to restore the faulty telephones in the shortest possible time. The position of clearance of faults is monitored at the highest level.

statment Steps to improve telecom services

Sevtral measures have been towards betterment of services by improving reli-

ability as well as by improving customer intheralso. These are as uner:—

1. Telephone Exchanges and Media:

(a) introduction of Electronic E»-

(b) introduction of Electronic TAXs
(a) introduction of Elwtronic traasit exehanges

(d) Phaeing out of old and life expired elestro mechanical ex-(heages

(e) introdustion of PCM systems, optical fibre and digital micro wave systems for interexhange junctions-.

(f) introduction of AMA for else ro-mechenisal excahnges.

3. External Plent;

(a) taying of underground *eables* in duets.

(b) Pressurisation of Paper core underground cables.

(c) Use of jelly filled PVC insulated underground tables.

(d) Use of imporved terminations by introduction of terminations by insulation displacement method.

(e) Replacement of old fault prone cable*.

Cf) Use of insulated dropwire with proper aceeesories,

3. Computerisation of Services
(a) Fault Repair service.

(b) Financial Management system including commercial and billing activities.

4. Opening of additional eo«puteri«ed customer service centres.

5. Increased access to teltl»hoB*» by oponing:—

(i) Additional public telephones for local & STD calls.

(ii) Additional telecom centres.

6. Improved Customer Interface:

(a) *Easy accessiblity of officer-ss*

Is a large network some customers may have their problems which have not got attended got satisfactorily it is to resolpe such, problem, that all field officers are available to meet the customers from 3 p.m, to 4 u.m. on all working days. The customers can also se* the area General Manager during these hours with prior appointment on all orking days axcept Friday when they are available between 10.00 to 13.00 hours without any prior appointment,

(b) *Conduction open House Sessions/* Customer's meet—

Open Houst Sessions, are held at different levels to appries our customer* of our development plans. This also provides a forum for interaction with customers to know their observations about service and inform customers about what all is being done by MTNL to extend satisfactory service.

(c) *Coad acting Telephone Adalats*

In adidtion, telephone Adalats are regularly held once every quarter to provide on-the-spot redressal of grievances pertaining to service, billing etc,

7. Providing convenient, easy to re member 3/4 digit access codes for fre quently used public utility number such a, railway enquiry, airlines etc.

Ban en recruitment of Postmen in Bihar

1902. SHRI S. S. AHLUWALIA: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that despite increase in the volume of mail traffic in Bihar in the recent years. Government have imposed total ban on recruitment of posmen in the State;

(b) if so, the details in this regard and reasong therefor;